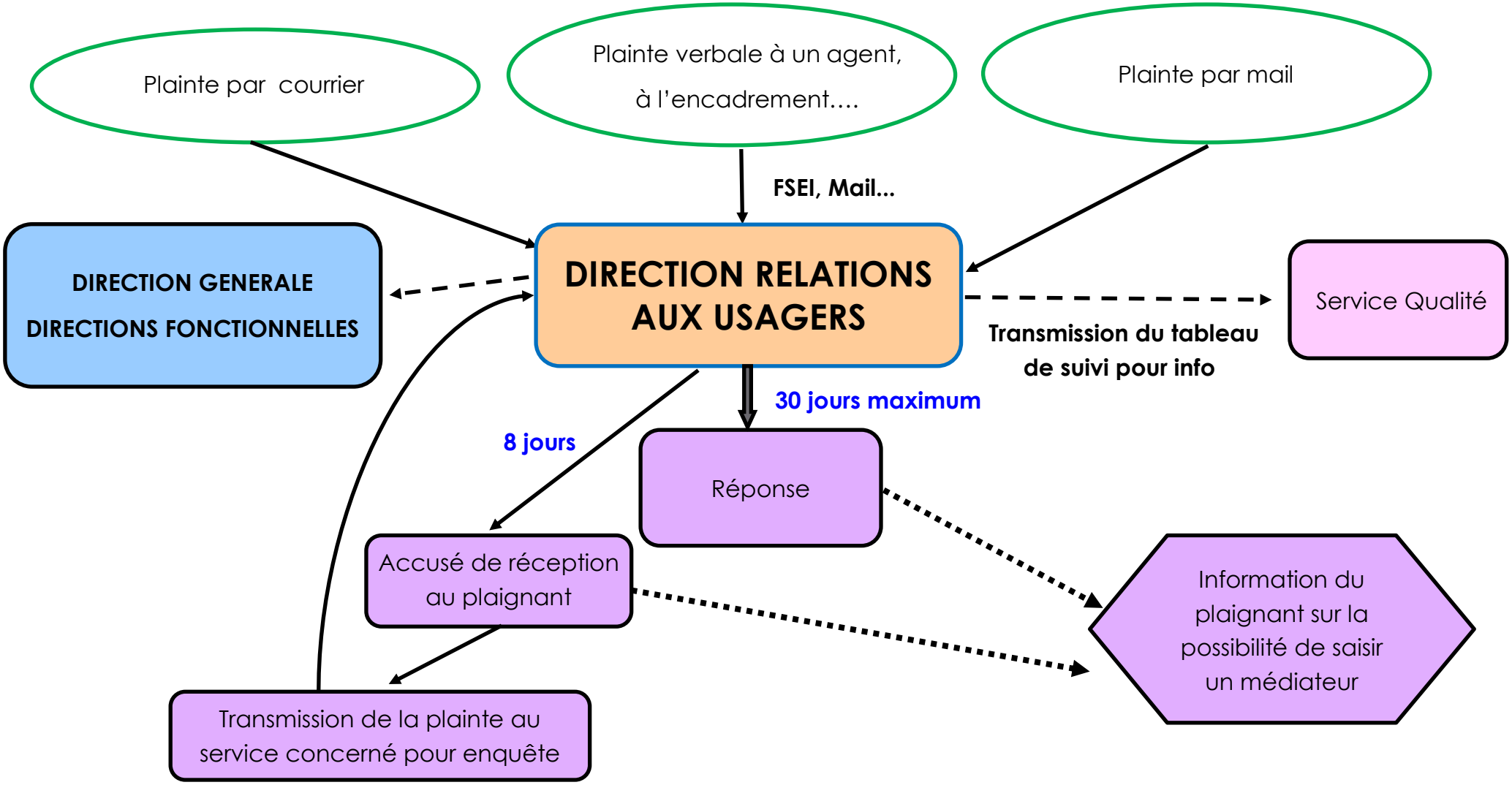CIRCUIT GESTION DES PLAINTES ET DES RÉCLAMATIONS